

2015/2016 ANNUAL REPORT



reconnect
community health services

A Message From President and CEO

RESPECT FOR THE INDIVIDUAL'S RIGHT TO EXCELLENT HEALTHCARE AND SUBSTANCE USE TREATMENT AND TO MAKE CHOICES FOR THEMSELVES HAS BEEN A VALUED PRINCIPLE EMBRACED BY RECONNECT SINCE THE BEGINNING.

Change and development continue to emerge at Reconnect Community Health Services. In December 2015, as a result of an extensive strategic succession planning process, the board of directors, in consultation with the chief executive officer (CEO) appointed the chief operating officer to the position of CEO. Mary Jane Cripps, following thirty-one years of service at Reconnect, twenty-eight years as the CEO, transformed into the position of Senior Executive Operations. Her new role will involve leading special projects on behalf of the board of directors and the CEO. Mohamed Badsha in his new role as Chief Executive Officer, will lead Reconnect into the future and the rapidly changing healthcare environment.

Reconnect Community Health Services continues to be recognized as a leader and trailblazer in the Toronto Central Local Health Integration Network (LHIN). Our work in advancing client centred, team based care has had a positive impact on the clients we serve. Reconnect has implemented leading edge models of service that are informing the community health care system of tomorrow.

The Toronto Central LHIN is advancing their mandate to support opportunities for evidence informed collaborations and integrations that will improve care accessibility and the client experience. Reconnect will actively pursue successful collaborations and integrations across the health care sectors.

THE COMBINATION OF PLANNING, ACTIONS AND STRATEGIC DECISION MAKING HAVE CONTRIBUTED TO OUR DYNAMIC AND COMPREHENSIVE RANGE OF CLINICAL SERVICES. INCREASINGLY, IN ALL AREAS OF HEALTHCARE, A SYSTEM THAT IS SELF-MANAGED BY THE CLIENT HAS DEMONSTRATED BETTER OUTCOMES.

To achieve excellence in client healthcare, Reconnect implemented the TREAT software, a client management system that streamlines clinical history for the staff. Interdisciplinary Plan of Client Care (IPCC), a coordinated care planning system, is embedded in the TREAT software. Reconnect introduced TREAT to several other organizations, including Sound Times and Toronto East Health Network. It represents a successful collaboration across member organizations in the healthcare system. Reconnect launched the COSS team, a collaborative seniors outreach program in partnership with Woodgreen Community Services and LOFT Community Services. Reconnect also continued to train a team of staff in the specialized treatment, Dialectical Behavioural Therapy (DBT). The DBT approach has evidence based success with many of the Reconnect clients.

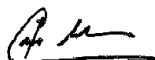
In conclusion, Reconnect Community Health Services strives to improve the quality of health care provided to all those we serve.

We wish to acknowledge the dedication and commitment to Reconnect and the exceptional contribution made by the board of directors and staff. Their steadfastness is only exceeded by the strength and courage of our clients.

Finally, we acknowledge our funders, the Toronto Central LHIN, the Ministry of Health and Long-Term Care and the City of Toronto who provide the fundamental and consistent support to do what we do best - help those with complex mental illness and substance abuse.



RICK ARNONE
Board President



MOHAMED BADSHA
Chief Executive Officer



MARY JANE CRIPPS
Senior Executive Operations

Clinical Services

This year, Reconnect has continued its work in providing high quality, responsive and innovative care to individuals with complex health concerns who are the most in need. We focus on strengthening coordination with other providers to ensure that our clients experience a supportive, client centred and seamless service. We have served 2,200 unique clients this year and our responsive and dedicated staff have done 68,160 visits, which is a 12.7% increase in visits from last year to ensure that clients always receive a high standard of care.

Multi-Disciplinary Treatment Teams

Multi-Disciplinary Treatment Teams offer intensive support including access to psychiatry and nursing. The program strives to make a difference in people's lives and assists individuals to live independently and make their own health choices.

Crisis Bed Service

Crisis Bed service provides short-stay residential support in the community to individuals who are living with serious mental illness, are involved with the judicial system and are in crisis.

Case Management

The Case Management program strives to make a difference in people's lives and assists individuals to live independently and make their own health choices. Individuals 16 years and older, who have identified mental health needs are eligible for this program.

Behavioural Services

Behavioural Services enhances the health care services of Reconnect clients who live and cope with responsive behaviours associated with serious mental illness and addictions as well as other co-morbidities. Our service spectrum includes Behaviour Therapy, Dialectical Behaviour Therapy (DBT), Cognitive Behaviour Therapy and Mindfulness Training and Interventions.



12.7% Increase in visits from last fiscal year



2,200 Clients Served

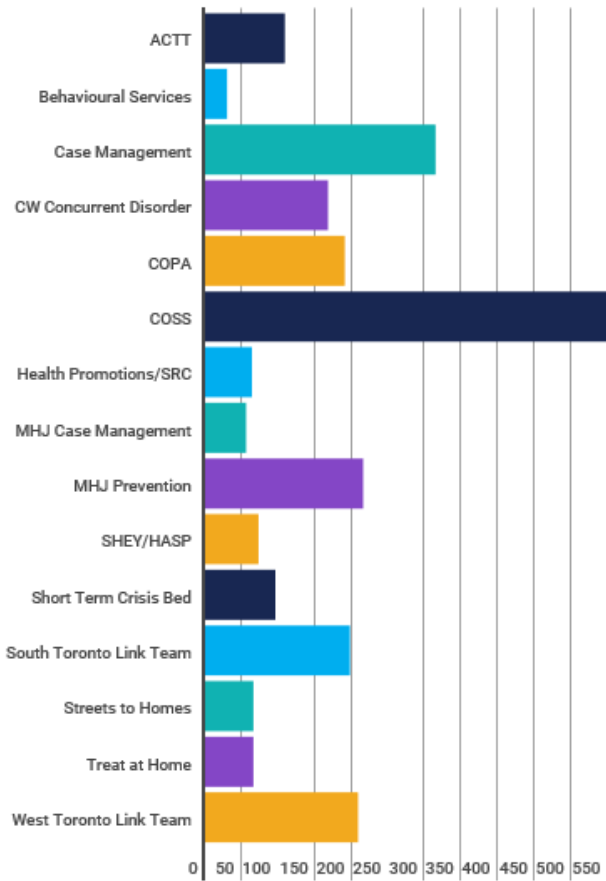


68,160 Visits

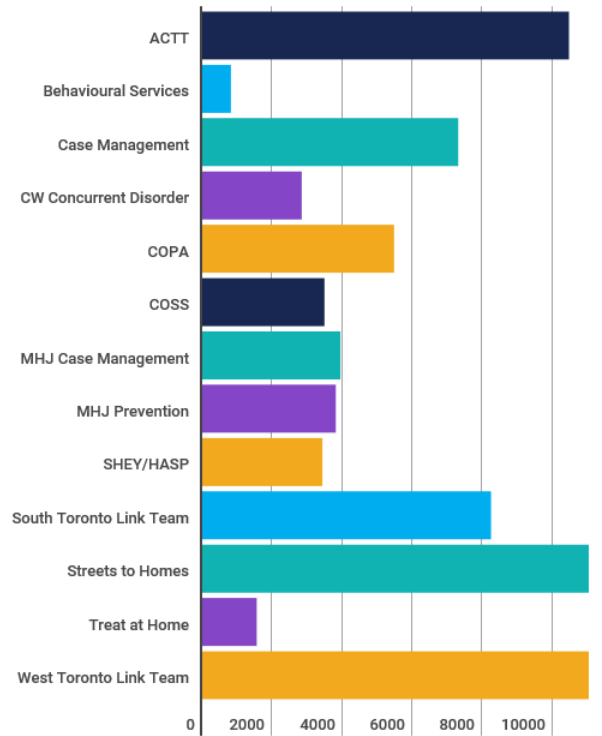
Clinical Services

Our programs continue to focus on developing comprehensive and responsive care that is aligned with the needs in the health care sector. This year we expanded our crisis program for seniors (COSS), which is a partnership with Woodgreen Community Services and LOFT Community Services to serve the west end of the City. We also have added to our multi-disciplinary team services in the west end with the addition of a brand new team. Our new West Toronto Link Team team picked up clients fast and has already served 206 clients despite starting in May 2015.

Clients Served 2015/16



Visits 2015/16



Our clients' feedback on our services continues to be of primary importance to us. To this end, Reconnect conducted a survey with our clients on their experience with our services. We also hosted a series of focus groups with clients from each of our programs. The feedback we received confirmed we were on the right track as over 95% of the clients surveyed agreed that they felt comfortable with the staff serving them and over 96% said they felt respected by and welcomed by the Reconnect staff. Additionally 88% of clients agreed that they were connected with all the services they needed. We also learned that our clients' needs, especially in regards to their physical needs, are getting more complex and we will be reviewing these needs more in the future.

Project Management Services

On behalf of the Toronto Central Local Health Integration Network (LHIN), Reconnect Project Management Services offers health service providers (HSPs) unique ways to build capacity and infrastructure in the community sector. Project Management Services support community health care providers with:

- Systems integration expertise
- Capacity building tools
- Leadership aptitude and knowledge

Community Business Intelligence



★ 89% of HSPs have signed an agreement to participate in CBI

👍 72% of HSPs are submitting data

▲ >83,000 unique clients in CBI

● Signed eSPA ● Unsigned eSPA

Accomplishments

- A data sharing agreement was put in place, which will allow HSPs to view a complete client journey of community services.
- A report completed by the Institute of Clinical Evaluative Sciences (ICES) provided a preliminary understanding of the intersection between the acute and community care sectors.

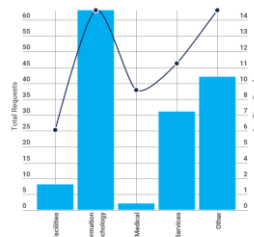
Community Information Management

Accomplishments

- Selection of HInext TREAT software based on Request for Proposal (RFP) process
- Negotiation of Master and Participation agreement on behalf of all Toronto Central LHIN HSPs
- Development of collaborative implementation approach with HInext
- Implementation of TREAT at Reconnect Community Health Services
- Development of first custom module: ePrescribing
- Sign-up of 5 HSPs to implement TREAT

Community Shared Services

HSP Average Time Saved



★ 50,000

Total Value of the goods purchased through Community Shared Services .

👍 \$244,411

Dollars saved through group purchasing

▲ 24%

Average Savings from market value. Increase of 7 % from last year 2014/2015.

Accomplishments

- 10 Request for Proposals saving over 320 Hours
- 146 Requests
- 95% of HSPs satisfied with Community Shared Services
- Launch of Community Shared Services Portal providing HSPs access to their request status, dashboard reporting, knowledge articles and documents, and community forum. Over 26 HSPs joined since the launch.
- Completion of a Human Resource Information System (HRIS) Vendor of Record (VOR)

Central West Health Link

This fiscal year our Health Link continued to lead and coordinate planning to serve the 5% most complex patients in our neighborhoods. The Health Link's focus for this year was to continue to develop and strengthen the work that had been started to coordinate care planning and increasing primary care connections for these individuals and to build strong and innovative partnerships between providers in doing this work.

All deliverables set for this fiscal year were exceeded and the work continues in the new year. This year we supported the delivery of 134 coordinated care plans in the Central West Health Link – well over 25% of our target. As well, 310 individuals with complex health needs were connected with primary care.

Financial Statements 2015/2016

Statement of Financial Position

As at March 31st

	2016	2015
Assets		
Cash and short term deposits	\$455,981	\$327,118
Accounts receivable	63,226	88,356
Sales taxes receivable	144,368	198,872
Prepaid expenses	48,934	26,503
	\$712,509	\$640,849
Liabilities		
Accounts payable and accrued liabilities	\$304,818	\$313,566
Withholding taxes payable	103,263	94,525
Due to Local Health Integration Network (Note 3)	167,245	102,346
	575,326	510,437
Net Assets		
	137,183	130,412
	\$712,509	\$640,849

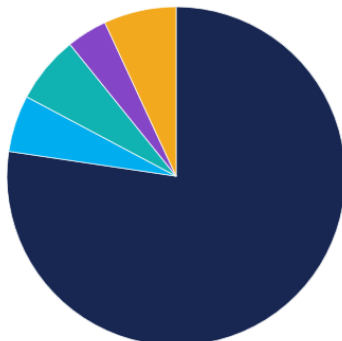
*see accompanying notes to financial statements

Statement of Operations and Net Assets

Year Ended March 31st

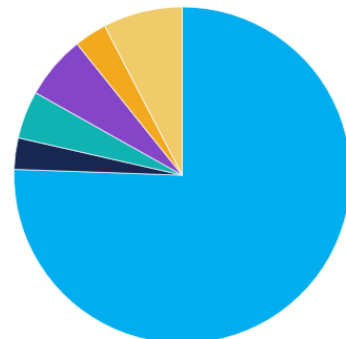
	2016	2015
Revenue		
Local Health Integration Network	\$8,061,754	\$9,241,314
Justice housing project with CMHA	564,876	564,876
SHIP project	671,356	671,356
Woodgreen Community Services	404,864	125,982
Other income	714,292	665,913
	10,417,142	11,269,441
Expenses		
Salaries, benefits and core program consultants (Note 4)	7,870,774	7,025,080
Contracted services	314,660	806,087
Food and program supplies	128,806	190,032
Building occupancy	476,913	401,913
Maintenance and cleaning	36,875	40,553
Computer, office supplies and postage	77,713	132,249
Professional fees	635,542	368,021
Equipment and software	324,712	490,066
Information technology - CDS program	-	967,157
Staff development	136,979	155,506
Travel	185,826	268,254
Telephone	86,719	106,162
Sessionals	34,076	18,281
Other Expenses	107,547	132,835
	10,417,142	11,102,196
Excess of revenue over expenditures	-	167,245
Due to Local Health Integration Network	-	167,245
	-	-
Donation and fundraising income - net of expenses	6,771	-
Excess of revenue over expenditures for the year	6,771	-
Net assets, beginning of year	130,412	130,412
Net assets, end of year	\$137,183	\$130,412

Revenue Sources



● Local Health Integration Network
 ● Justice Housing Project with CMHA
● SHIP Project
 ● Woodgreen Community Services
 ● Other Income

Expenses



● Salaries, benefits & core program consultants
 ● Contracted services
● Building occupancy
 ● Professional fees
 ● Equipment and software
● Other Expenses

Board of Directors, Staff & Students

Board of Directors 2015 / 2016

Executive

President

Rick Arnone

Vice-President

Brian Shiller

Secretary

Carol Ferguson

Treasurer

Tammy Nunez

Member-At-Large

Leo Bisharat

Members

Antonella Apa
Bruce Keleher
Janet Dickhout
Jeremy Bonk
Matt Smith
Nancy Bradley
Paul Kociuba
Trish Ball

Staff List

Employees

Afia Frempong-Manso	Dr. Devanshu Desai	Joseph Jackson	Munya Showa	Shanice Peterkin
Al Jayouch	Diana Sciarra	Joseph Pu	Naro Hussaini	Stephanie Carter
Alexandra Gracie	Donna Thorney	Judith Markle	Natasha Travasso	Stephanie Moulton
Alicia McCalla	Elizabeth Millette	Karen Gayle	Nattasha Williams	Stephanie Wolfert
Andrew Matte	Elizer Escandar	Karen Poole	Neil Fernie	Susan Becker
Angelica Pulido	Emily Wakeman	Katherine Swartz	Nicholas Ghadiri	Susan Hamilton
Asgar Hanarah	Erik Wexler	Dr. Ken Harrison	Nicole Dziama	Susan Semmens
Azra Pejanovic	Faina Kandoth	Laticia Di Bernardo	Noah Coones	Suzanne Webb
Bethel Lascano	Felicia Spaulding	Laura Jackson	Odessa Brewster	Tabitha Watters
Bodiuzzaman Mukul	Fely Sidoro	Laura Lunetta	Parth Bhatt	Tanya Lico
Brendan Arnott	Francesco Sijinaro	Leslie Becker	Passang Norbu	Tara Shuster
Bruce Bacquie	Geoff Roote	Libia Pelaez	Paul Godfrey	Taylor Fredericks
Bruce Peachey	Geoffrey Anyoti	Linda Montgomery	Pawel Szczypka	Teresa Morski
Carmen Li	Ghaolamreza Rasoulnazhad	Lisette Fernandez	Dr. Peter Prendergast	Teya Greenberg
Cassandra Etherington	Greg Wong	Lorraine Blondin	Philip Owusu	Tobie Maven
Cassandra Walters Saddler	Gregory Keefe	Lucy O'Brien	Rajendra Ramnarine	Tom Krause
Catherine Simpson	Horacio Vindel	Lyudmyla Likhverchyk	Raquel Myre	Wendy Dobson
Catherine Traynor	Hyonson Kim	Marilyn White-Campbell	Rishika Williams	Willo Downie
Celia Mahabir	Iguehide Nungah	Marvin Weekes	Robert Ghaly	Witcliffe Henry
Chantal Medeiros	Ivan Piamonte	Mary Sworin-Wright	Rochelle Silva	Yolanda MacLean
Charles Xie	James House	Mary Jane Cripps	Ron Aizenshtadt	
Chloe Walls	Jana Kocik	Maureen Richards	Ruth Boggild	Students
Cindy Zettas	Jelisaveta Protic-Kocik	Melinda Silfavan	Sadie Byrnes	Andrea McPhedran
Colleen Lelievre	Jenany Jeyarajan	Michael Chun	Samantha Newman	Anna Liza Dela Cruz
Courtney Lush	Jennifer Carandang	Michael Hughes	Sarah Fisher	Daniel Rosebaum
Craig Bolton	Jennifer Wilkie	Michael Tomkinson	Sarah Illman	Joby Devassia
Daniel Liadsky	Jenny Da Silva	Michelle Neilson	Sarah Kuntz	Lindsay Van Dekerkhove
Daniela Velez	Jessica Cassell	Miranda Maracle	Sarah Lichter	Robert Wachter
Danielle Nakouz	Jessica Malynyk	Mohamed Abudiab	Sarah Silverman	Ryan Gerolami
Darrell Patey	Jessica Zabloski	Mohamed Badsha	Sarah Williams	Samantha Pontiero
Darren Joy	Jinil Kurian	Monica Logtenberg	Scott Trevithick	Shelley Hasho
Dr. David Kantor	Johanna George	Moosa Yousefy	Shahida Jawaid	
Deryck Thomas	John Curtinhas	Mostafa Kamal	Shane Newman	

Recipients of Years of Service Recognition 2015

30 Years

Mary Jane Cripps

20 Years

Lorraine Blondin

15 Years

Libia Pelaez
Teresa Morski

10 Years

Lucy O'Brien
Maureen Richards
Susan Hamilton

5 Years

Gregory Wong
Joseph Jackson
Karen Gayle
Reza Rasoulnazhad
Shahida Jawaid
Susan Becker

2 Years

Alicia McCalla
Bruce Peachey
Chantal Medeiros
Francesco Sijinaro
Jennifer Carandang
Jennifer Wilkie
Jinil Kurian

2 Years

John Curtinhas
Marvin Weekes
Melinda Silfavan
Paul Godfrey
Pawel Szczypka
Stephanie Carter

Mission

Reconnect offers the highest standard of community health care in support of the communities we serve.

Vision

Reconnect will play a major role in the area of community mental health and addictions by providing safe, effective and personalized services. We will drive innovation to improve services and create conditions that will deliver the highest standard of care. We will also ensure public service resources and budgets are used appropriately and effectively to achieve the best outcomes for individuals and the community.

Strategic Pillars

- Enhance capacity and improve accessibility
- Strengthen coordination and integration
- Improve systems of information and performance monitoring
- Offer innovative and evidence informed services
- Serve those most in need
- Deliver value for money
- Offer the best care and services

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